| **Self Help Aid: Copy and Pasting** | |
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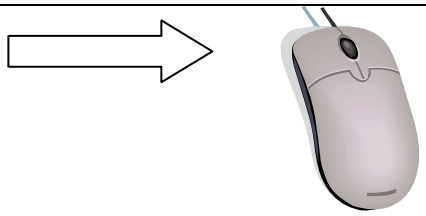
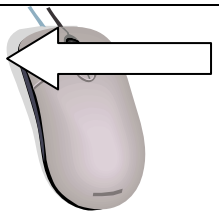
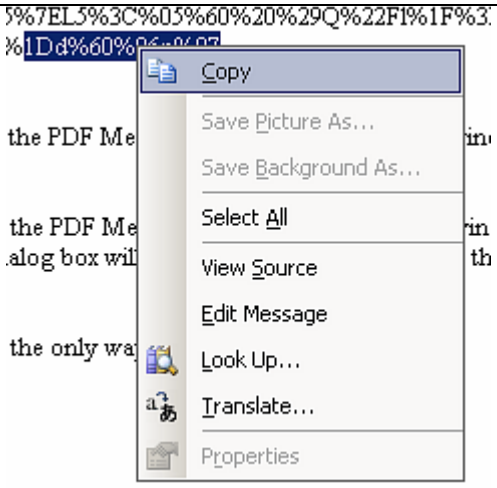
| Unfortunately, several email services (for example, Hotmail) do not effectively handle our certificate link and convert our emails into text or change the embedded hyperlink. This will not allow you to click on the link.<br><br>When this occurs, do not click on the link. Copy and paste it into the URL address bar of your browser. The recommended browser is Internet Explorer Version 6 or higher. | |
| **Instructions to Copy and Paste:** | |
| Left Mouse Click |  |
| Highlight the entire link, starting from just past the bottom right hand corner of the link. Hold down and drag your mouse to the top left hand side of the link; be sure to include the http://. | http: //emilms.fema.gov/ecert/cert.asp?id=108-kswq%18%18%<br>1E%1E%04%25%25079vc%10f%0A%01%7E%02%7C%0B%1Eq%<br>02%1D%05%05%3A%3AQY9%5C%3Eax%25HV%5FVR%3F%<br>08%25%250772%3DLT%3C%5B%5D%22%5B%06%606%25<br>Q%3FV%17emaz%7E%02%0CKDc%0EZI0BOHO%3CLZ0%25%<br>25042jw%0A%02bd%0F%7B%15zb" |
| Right Mouse Click in the highlighted area. |  |
| Left mouse click "Copy". |  |
| Open a new browser window and delete any text in the address bar. | |

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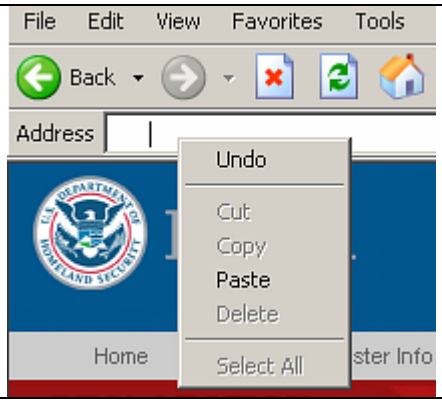
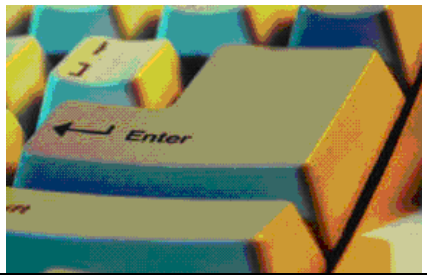
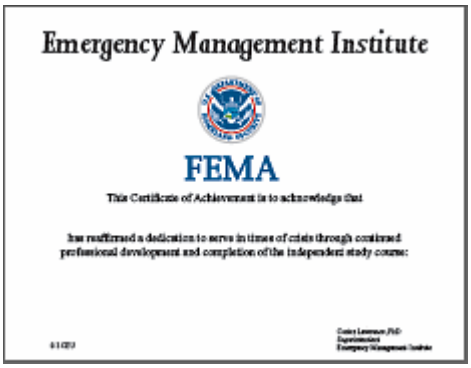
|---|---|
| Right mouse click in the address bar and left click "Paste". |  |
| Mouse Click on the Go Button or Press the Enter Key | <br>OR<br>  |
| Your certificate will appear in the browser window. |  |